

WORKSHOP: KEYS TO WRITING EFFECTIVE PERFORMANCE STANDARDS

Today's business environment puts strong emphasis on quality in products and services as well as the expectation that fewer resources will be available to accomplish the organization's goals. Because of these facts it is extremely important to make sure performance standards are bullet proof. This course has been designed to provide participants with the keys to ensuring effective overall performance particularly for ensuring performance standards are clear, concise, and measurable.

Learning Objectives:

- Gain a better understanding of the key components of the DOI performance system and how it can help meet program goals and results.
- Learn how to write and communicate clear performance expectations so that employees know exactly what is expected of them in terms of results, how well they are doing now and what they need to do to improve.
- Learn how to utilize performance management to energize and motivate employees to do their best work, and how to effectively get marginal employees back on track.
- Learn a specific and applicable set of tools and approaches for managing performance more successfully, increase motivation, and develop capability within your current staff.
- Learn how to develop critical elements that illustrate a clear line of sight from the strategic goals to individual performance.
- Gain a better understanding the role of supervision in addressing performance deficiencies and improve skills for addressing poor performance.
- Learn tools for involving employees in creating/negotiating their performance standards

Target Audience:

Supervisors, Managers and Team Leads

Course Description:

This course focuses on a soup to nuts approach, based on current best practices, for using your performance system to maximize the contribution of your employees as well as improve your own contribution and long-term success. This workshop provides a practical set of tools for mastering on-going coaching and feedback; ideas for developing and growing employee capability, tips for increasing skills for managing the performance discussion, managing poor performance and increasing productivity and commitment. Participants explore the myriad of options for developing people, obtain tips for ensuring every employee has a meaningful development path, and learn useful approaches for encouraging people to take ownership for their careers and performance.

During the workshop both new and experienced managers have the opportunity to explore their goals for their organization and how to best communicate those to their employees. Using small group discussion and exercises, workshop attendees practice the skills of writing meaningful performance standards, giving both positive and critical feedback, communicating clearly regarding what is expected of their employees, and how to create an environment for open dialogue, feedback and coaching.

Past participants of this workshop have appreciated having these practical tools as an add-on to their existing performance system for ensuring job satisfaction and growth of their employees and for better managing their own careers.

This fast-paced 2-day workshop is designed and tailored to delve into the specifics of managing performance. Students learn specific steps for identifying the most critical work to focus on for the year, aligning performance standards with the GPRA goals and/or the strategic goals of their organization, and how to write meaningful performance goals for employees.

This workshop is offered by StrategyWorks, Inc., an International consulting and training firm. The instructor and owner, is a highly sought after speaker and instructor who has worked across a variety of Federal agencies including the Department of Interior, BLM, BIA, OST, US Fish and Wildlife, USGS, National Parks Service, BOR, NOAA and a variety of other organizations. Past participants have evaluated this workshop as a thought provoking, practical, useful course for energizing their employees and helping them master the art of leading.



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